



DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES

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June 18, 2014

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected

JUN 27 2014

FCC Mail Room

RE: CG Docket 03-123

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2014. South Dakota has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing its Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 2013 and May 31, 2014.
- Annual Complaint Log which includes complaints received between June 1, 2013 and May 31, 2014 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that Sprint's records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, Sprint, will provide this information to the FCC concerning the number of interstate calls, however, Sprint will do so under seal since call volume information is proprietary and confidential. South Dakota considers this report to be in compliance with the rules and is submitting this log without this interstate relay call information.

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List ABCDE

If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Weiss", with a stylized flourish at the end.

Eric Weiss
Division Director/DRS
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet

South Dakota Relay Service – June 1, 2013 through May 31st, 2014

1. Total Number of TRS/CapTel complaints: 14



South Dakota FCC Complaint Log

2013 - 2014

Received & Inspected

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Complaint Tracking for SD (06/01/2013-05/31/2014). Total Customer Contacts: 14

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/17/13	Customer reported she experienced long delays after typing "GA" from the operator. The customer would like a follow up email sent to her regarding this issue.	06/17/13	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded the importance of responding in a timely manner and keeping the customer informed of the process of the call. Email follow-up was sent.
2	06/17/13	Customer reports that every time she dials into the Relay service the operators greeting is garbled. The call comes in Turbo and she is using an Ultratec Uniphone 1140. The customer is requesting technical assistance and would like a follow up email sent to her.	06/17/13	Upon reviewing the file, an email was sent on June 21, 2013 on this issue. She was informed that Sprint has put in upgrades to improve service for VOIP and if she is not VOIP customer, then it may be digital or analog issue and need to address this with her phone company.
3	07/09/13	Customer complained Communication Assistant did not follow instructions to verify instructions in the order that they were given. Supervisor apologized for the inconvenience. Follow-up requested to be sent via postal service.	07/09/13	Communication Assistant realized the error that was made and attempted to apologize but was unable to. Follow-up letter sent via U.S. Postal Service as per request.
4	07/09/13	Customer complained that this Communication Assistant did not respond to the customer, so after awhile the customer hung-up. Apologized to the customer and advised this will be forwarded to the appropriate person for review. No follow up required.	07/09/13	Supervisor met with Communication Assistant who remembers typing "GM" to the customer. Communication Assistant coached on typing more than "GA".
5	07/09/13	Customer complained that this Communication Assistant did not respond to the customer, so after awhile the customer hung up. Apologized to the customer and advised this will be forwarded to the appropriate person for review. No follow up required.	07/09/13	Supervisor met with Communication Assistant who remembers reading all the customer notes and that the customer asked if she can handle the call, the Communication Assistant was unable to remember to correct macro so there was a delay and the caller had hung up while the Communication Assistant was typing. Communication Assistant was coached.
6	08/25/13	Customer complained that the Communication Assistant paused when asked for verified of Communication Assistant identification number. Customer knows that if Communication Assistant was reading the notes, the first note says to listen to the caller first. Communication Assistant did not answer the question and then hung up. Supervisor apologized for the inconvenience. No follow up requested.	08/25/13	Communication Assistant was coached to respond to the caller in a timely manner.
7	09/06/13	Customer complained tht the operator did not listen to the caller first. She called for a supervisor but it took too long so she hung-up and dialed in again. Apologized for the inconvenience and in the future we would do our best to comply with her notes. Customer would like a follow up.	09/07/13	The Communication Assistant was reading customer's extensive instructions on the customer's note and had notified the customer, "One moment please reading note". At that point the customer did not appreciated this and insisted that the Communication Assistant "listen" to her first. Supervisor on duty at the time was tied-up and was unable to immediately assist the customer. A follow-up letter was mailed.

Complaint Tracking for SD (06/01/2013-05/31/2014). Total Customer Contacts: 14

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8	10/02/13	Customer complained that the Communication Assistant did not follow the customer's instructions. Supervisor apologized for the inconvenience. No follow up requested.	10/02/13	Communication Assistant believes all the instructions were followed as requested and is not sure what the complaint is about.
9	11/01/13	Customer complained that the Communication Assistant did not follow customer's instructions as given. Supervisor apologized for the inconvenience. No follow up requested.	11/01/13	Communication Assistant was trying to respond to the customer but the customer continued to type. Supervisor assistance was requested but the customer had hung-up.
10	11/13/13	Customer complained that the Communication Assistant didn't listen to the caller first as instructed in customer notes. She started reading the notes before the customer could give instructions. No follow up requested.	11/14/13	Supervisor met with Communication Assistant and explained the importance of following customer instructions. She agrees she should have listened to the customer first. The Communication Assistant will follow instructions in the future.
11	12/04/13	Customer complained that the Communication Assistant would not repeat instructions. Customer asked to speak to a supervisor and the Communication Assistant hung up. Supervisor apologized to customer for the inconvenience. No follow up requested.	12/04/13	Supervisor met with Communication Assistant. Communication Assistant does not remember the call however anytime a supervisor is requested, the Communication Assistant will get one. Coached the Communication Assistant verifying and following all of customers instructions.
12	01/20/14	Customer complained that the Communication Assistant did not follow the "Listen to Caller First" rule and just started typing, then hung up on her. Apologized for any inconvenience assuring her that supervisor would be notified. No follow up requested.	01/20/14	Supervisor followed up with Communication Assistant and expressed the importance of following customer notes and instructions. The Communication Assistant understands.
13	04/17/14	Customer complained that this operator hung up on her when she requested to make another call. Apologized for the inconvenience and assured this would be sent over the operator's supervisor. No follow up requested.	04/18/14	The Communication Assistant does not recall an instance of disconnecting after receiving an instruction to dial another number. The Communication Assistant understands the importance of following customer instructions and that there is no limit on a number of calls that may be placed by a customer.
14	05/01/14	Customer complained, "The operator did not follow any of my customer notes." Caller said the text sent was garbled the Communication Assistant attempted to repeat all the messages and instructions when the message continued to garble the caller hung up. Customer would like a follow-up letter mailed to her address.	05/01/14	Follow-up letter sent via U.S. Postal Service as per request.